



ALLIANCE FAMILY HEALTH CENTER

Health Care The Way It Should Be

www.alliancefamilyhealth.org

Annual Report

2024

**Mission Statement -
Alliance Family Health Center's mission is to be a
progressive and adaptive health care team
providing inclusive person-centered high quality
care.**

**ALLIANCE FAMILY
HEALTH CENTER**

Healthcare The Way It
Should Be -

Whole Life



Whole Person



Quality



Connected to the
Community



AMELIA KOCHER, MPA
Executive Director

As we near the close of 2024, it's time for AFHC to look back celebrating the successes of the past year, while creating plans for the future.

In October, AFHC celebrated 8 years of service to the community. AFHC has grown from a staff of 12 supporting 3 women's health providers, to 42 employees supporting 10 providers across three specialties. Our team now includes Care Coordinators, Referral and Eligibility Specialists, Ultrasound and X-Ray Technologists, and so many other supporting and enabling staff members who go out of their way every day to SERVE patients with dignity and provide comprehensive care. Why are those comprehensive services so important? Because for those of us who live and work in Alliance, we now have the opportunity to seek quality comprehensive services right in our own backyard, from a care team who desire to get to know us and our families. This is the true meaning of being a Community Health Center (CHC). Serving patients with dignity, a CHC strives to improve the lives of all individuals, regardless of their social barriers to health. Alliance Family Health Center has become the Community Health Center of choice in this area, providing quality affordable care for the community across the life span.

In the September 2024 Board of Directors Retreat, a board member remarked, "AFHC provides all these services for patients, along with the many different services which are meant to support the whole person. It is really "Health care the way it should be.""

Yes, that's exactly right!

Alliance Family Health Center (AFHC) is a 501(c)3
nonprofit community health center.
AFHC is located at
1401 South Arch Ave, Suite A, Alliance, Ohio 44601

WHOLE LIFE

Women's Health

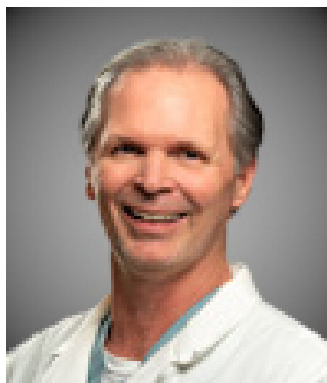
Alliance Family Health Center (AFHC) opened in October 2016 as a women's health office, providing obstetrical (OB) and gynecologic (GYN) services after the local hospital closed labor and delivery and the only GYN office moved out of town. Since that time, expectant moms receive routine prenatal care from certified women's health nurse practitioners in collaboration with physicians at AFHC. AFHC has a long-term contract with Atrium OB/GYN, a Canton-based physician group, who provide delivery services at both Canton hospitals.

Flash forward to spring 2024, a longtime Canton Obstetrician with a large Medicaid population passed away unexpectedly, leaving many of his patients without care. AFHC jumped into action! Providing bus passes and gas cards to patients without transportation, as well as recovering and rebuilding health records, which were suddenly unavailable. Most importantly, AFHC reassured moms-to-be they and their babies were loved, cared for, and wanted.

Something to celebrate: Since AFHC's opening in October 2016, our team has helped welcome over 2,000 babies to our community!



Craig O'Dear, MD



James Wilson, MD



Lisa Miracle, WHNP



Felicia Beachy, WHNP

WHOLE LIFE

Primary Care (Family Medicine)

In 2017, AFHC expanded services with the addition of family medicine and walk-in primary care (formerly called urgent care) to address a shortage of local healthcare providers. This expansion allowed AFHC to compete with other health centers throughout the country to become a Federally Qualified Health Center Look-Alike (FQHC-LAL). AFHC received formal FQHC-LAL designation October 1, 2018. Being an FQHC-LAL requires AFHC to offer ongoing primary care and additional supportive services to address access issues patients may have, regardless of their ability to pay. AFHC receives enhanced payments for Medicare and Medicaid services to help support the cost of caring for the community. AFHC is proud to announce our team passed a Federal Operational Site Visit in September 2024, meaning we will maintain FQHC-LAL designation for another 3 years!

AFHC's Family Medicine practitioners make it easy for every member of the family to be seen at the same place, even at the same time. From well child checks and vaccines to treating grandma's high blood pressure, routine visits to sick visits, our team cares for the greater community across the total lifespan.



Yu Han (Vincent) Lee, MD
Medical Director



Miranda Meadows, PA-C



Brittany Martin, APRN, CNP



Emily Shauf, PA-C

WHOLE LIFE

Behavioral Health

Depression, anxiety, substance abuse, and stress - the number of people asking for help with these concerns increases daily. To help patients, AFHC added counseling from a licensed independent social worker (LISW) in 2022. In 2023, AFHC added a psychiatric mental health nurse practitioner to address more serious illnesses and medication management. Thanks to a grant from The Sisters of Charity Foundation of Canton, AFHC added a second counselor in November 2024.



Christine Dyer, LISW-S



Shelley Weatherspoon,
LISW, LICDC-GAMBp



Ashley Tucker,
Behavioral Health Integration Coordinator

A 2024 highlight surrounds AFHC's longtime social worker, Christine Dyer, LISW-S. Christine was honored as Stark County's 2024 Professional of the Year in Mental Health as part of the Notable Names in Mental Health awards, hosted by STARKMHAR and NAMI Stark County. Known for her unwavering dedication to her patients and colleagues, Christine consistently goes above and beyond to create an environment of support and understanding. She brings an innovative perspective to her work, approaching each case with fresh insight and compassion, which enriches the entire mental health team. Christine's commitment to advancing mental health care in Stark County and her empathetic, collaborative approach make her a true leader in the field and a deserving recipient of this prestigious award.

Congratulations, Christine! You make AFHC proud every day!



WHOLE LIFE

Pharmacy

AFHC’s onsite pharmacy opened in January 2024 providing discounted prescriptions to qualifying patients. AFHC’s wonderful pharmacy team fills prescriptions within minutes of the provider sending in the prescription at the end of a visit. No more making an extra stop or waiting hours! Don’t want to get out of the car to pick up a refill? Use AFHC’s handy drive-up window! When Rite Aid closed this summer, AFHC was there for our patients, filling prescriptions from outside providers. To make it easier to stay up-to-date on vaccinations, AFHC’s pharmacy offers most vaccines and works with Vaccines for Children to ensure cost never keeps a child from getting the protection from vaccine preventable illnesses.



Patrick Smith, RPh JD



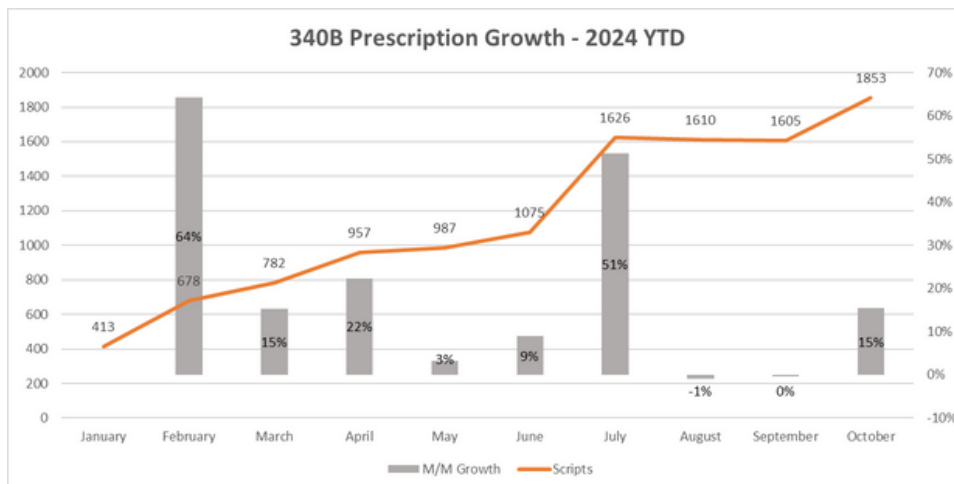
Carolyn Ferrell, CPhT



Debbie Chittock,
Pharmacy Tech



Amy Spencer,
Pharmacy Tech



WHOLE LIFE

Accessible

Sometimes life doesn't go to plan and that sniffle at noon knocks you out by 3PM, or worse you get a call from the school nurse. AFHC is here to help, offering same day and walk-in appointments. AFHC's onsite lab, X-Ray services, and in-house pharmacy help our providers get you diagnosed, treated (when needed) and on the road to recovery quickly.

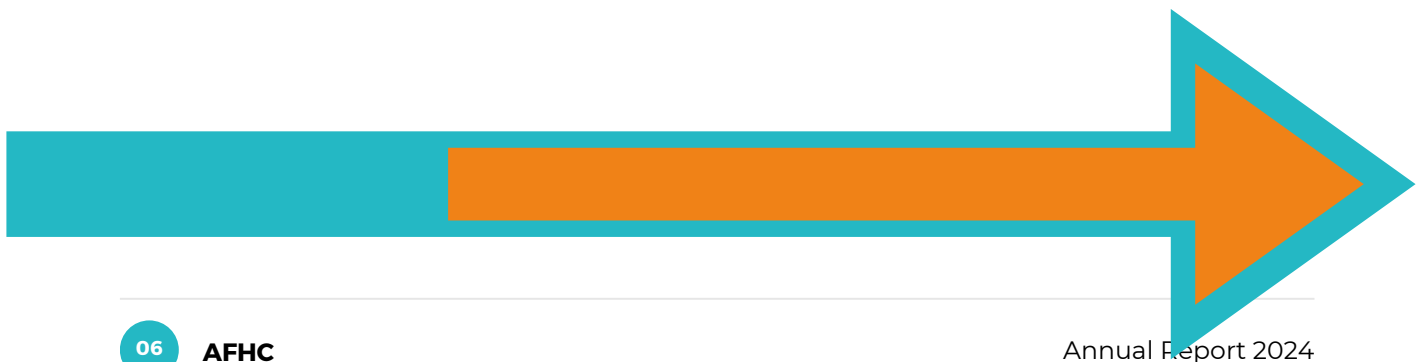
A recent AFHC patient shared a story of ease of access when she was seen for a sick visit around 8:30AM. This patient was evaluated by a provider and received a prescription (Rx) for a needed antibiotic, which she was able to have in hand by 9:05AM, and was happily on her way to ensure she was treated in a timely manner.

At AFHC, accessibility starts with the first phone call to schedule an appointment and continues around the clock. AFHC's talented front desk staff set the tone for the office. Their warm smiles put our patients at ease welcoming them to be part of the AFHC family.

At AFHC, we offer extended evening hours in all departments, so you don't have to miss work for your scheduled appointments.

The nurse triage line is available 24/7.

For patients without a car, there is a bus stop across the street, and we work with Medicaid transportation services to make sure our patients can get to us easily. AFHC recognizes not all our patients speak English as their primary language. Paperwork and educational materials are available in Spanish. We offer in-office translation services for Spanish, ASL, and over 200 other languages through CTS Language link and ASL interpretation via Triad for those who are hearing impaired.



WHOLE LIFE

Affordable

As an FQHC-LAL, AFHC provides care to everyone! Private Insurance? Yep! Medicare? Sure! Medicaid? Of course! Self-Pay? Always! And AFHC offers discounts (based on federal poverty guidelines) and payment plans to make it more affordable.

Alliance Family Health Center, Inc.
Sliding Fee Discount Schedule

Service Category:	Slide A	Slide B	Slide C	Slide D	Slide E	Slide F
Medical Services	\$10.00 Nominal Rate	80%	60%	40%	20%	0%
Intrapartum	\$650.00 Nominal Rate	40%	30%	20%	10%	0%

Household Size	Annual/Yearly Income															
	0%	to	100%	101%	to	125%	126%	to	150%	151%	to	175%	176%	to	200%	> 200% FPL
1	\$0	-	\$15,060	\$15,061	-	\$18,825	\$18,826	-	\$22,590	\$22,591	-	\$26,355	\$26,356	-	\$30,120	\$30,121
2	\$0	-	\$20,440	\$20,441	-	\$25,550	\$25,551	-	\$30,660	\$30,661	-	\$35,770	\$35,771	-	\$40,880	\$40,881
3	\$0	-	\$25,820	\$25,821	-	\$32,275	\$32,276	-	\$38,730	\$38,731	-	\$45,185	\$45,186	-	\$51,640	\$51,641
4	\$0	-	\$31,200	\$31,201	-	\$39,000	\$39,001	-	\$46,800	\$46,801	-	\$54,600	\$54,601	-	\$62,400	\$62,401
5	\$0	-	\$36,580	\$36,581	-	\$45,725	\$45,726	-	\$54,870	\$54,871	-	\$64,015	\$64,016	-	\$73,160	\$73,161
6	\$0	-	\$41,960	\$41,961	-	\$52,450	\$52,451	-	\$62,940	\$62,941	-	\$73,430	\$73,431	-	\$83,920	\$83,921
7	\$0	-	\$47,340	\$47,341	-	\$59,175	\$59,176	-	\$71,010	\$71,011	-	\$82,845	\$82,846	-	\$94,680	\$94,681
8	\$0	-	\$52,720	\$52,721	-	\$65,900	\$65,901	-	\$79,080	\$79,081	-	\$92,260	\$92,261	-	\$105,440	\$105,441

For each additional family member, add:

	\$5,380	\$6,725	\$8,070	\$9,415	\$10,760
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Medical Services Payment		0%	100%	125%	150%	175%	200%	> 200% FPL
Recommended Collection at Time of Service		\$0	\$20	\$25	\$30	\$35	\$100	

Plus, every specialty office AFHC refers our valued patients to agrees to honor our sliding discount scale (or use a more generous slide!). AFHC works with our patients to make sure they know what insurance they are eligible for and helps them enroll, if needed.

*How can
AFHC
help you?*

WHOLE LIFE

Message from our CFO

This has been a record setting year at Alliance Family Health Center (AFHC). Our impact in the community continues to increase each month. We have seen considerable growth in all of our healthcare service areas, including women’s health, primary care, and behavioral health. Month after month has set a new record in total patients served and impacted. The result of this is significant growth in our patient service revenue.

In 2024, AFHC opened an onsite 340B discount drug pricing pharmacy, which has grown steadily each month and is now having a substantial impact on the monthly financial outcomes of the health center. The advantages to our patients in having the ability to see their healthcare provider and immediately access their Rx needs at a reduced cost is significant.

Friends and contributors to the health center continue to grow as well, creating additional resources to allow AFHC to do more to meet the needs of the Alliance community. We could not do as much without these partners and are very thankful for the continued support they provide to our patient population.

As we look toward 2025, we are excited for the continued growth and impact AFHC will have in serving the healthcare needs of the community. As patient numbers and needs continue to grow and expand, the need for new providers, services, and in turn financial support, will continue to grow. We are doing everything we can to ensure our financial model will continue to evolve in order to support these continued needs.

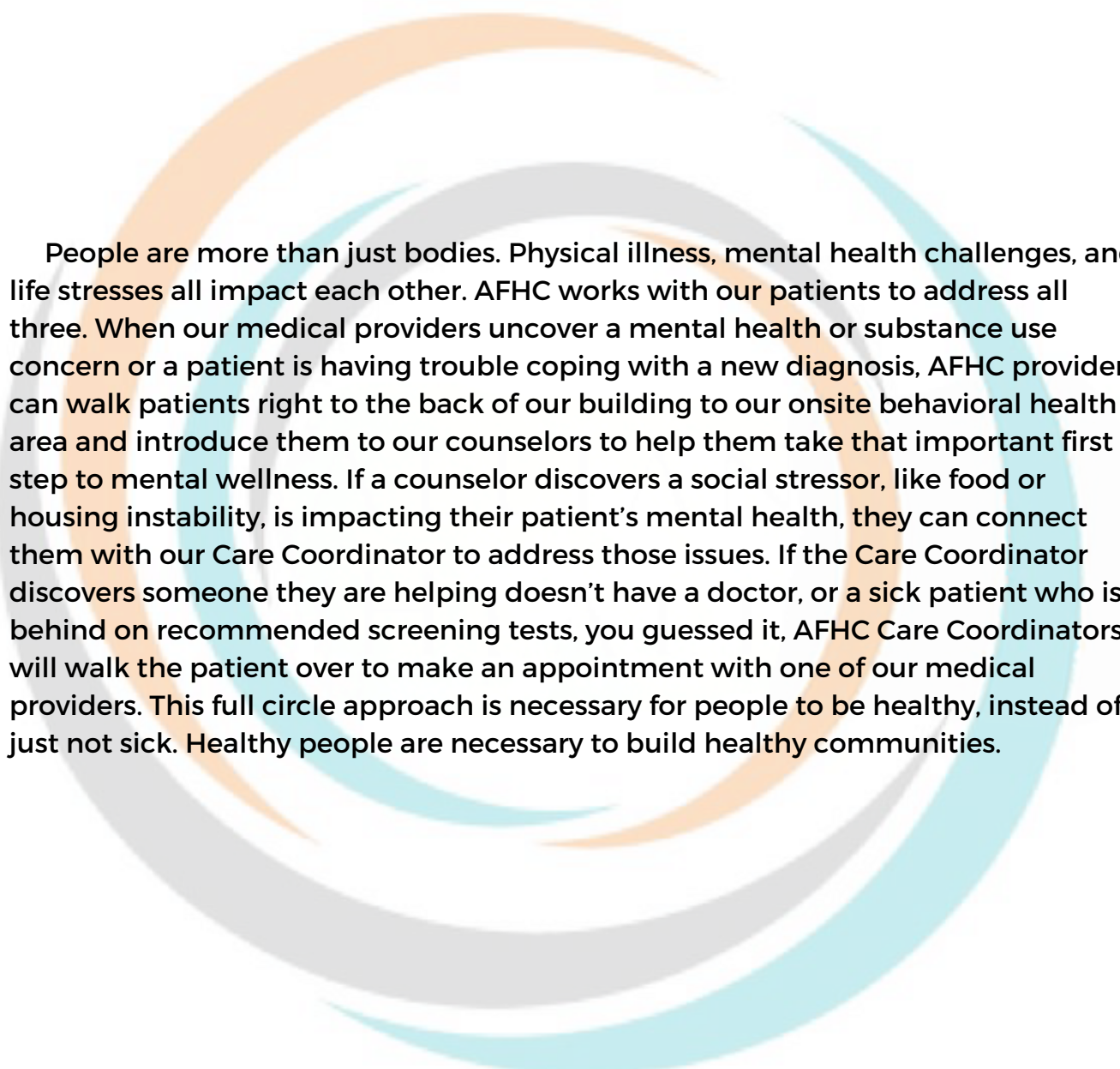


Steve Morgan, CPA
Chief Financial Officer

Many thanks to:

Alliance Community Health Foundation	\$ 250,000
The Christ Foundation	\$ 150,000
Federal Grants	\$ 52,000
Freewill Impact Fund	\$ 40,000
The Greater Alliance Foundation	\$ 58,000
THRIVE	\$ 19,000
United Healthcare	\$ 18,000
Individual Contributions	\$ 6,300

WHOLE PERSON



People are more than just bodies. Physical illness, mental health challenges, and life stresses all impact each other. AFHC works with our patients to address all three. When our medical providers uncover a mental health or substance use concern or a patient is having trouble coping with a new diagnosis, AFHC providers can walk patients right to the back of our building to our onsite behavioral health area and introduce them to our counselors to help them take that important first step to mental wellness. If a counselor discovers a social stressor, like food or housing instability, is impacting their patient's mental health, they can connect them with our Care Coordinator to address those issues. If the Care Coordinator discovers someone they are helping doesn't have a doctor, or a sick patient who is behind on recommended screening tests, you guessed it, AFHC Care Coordinators will walk the patient over to make an appointment with one of our medical providers. This full circle approach is necessary for people to be healthy, instead of just not sick. Healthy people are necessary to build healthy communities.

WHOLE PERSON

A Care Coordination Success Story

When Donald Franklin walked into Alliance Family Health Center as a first-time patient in January 2024, the 63-year-old had recently been released from incarceration and was returning to civilian life. He had no income, was living in his childhood home alone without furniture, television, or internet. Donald was without transportation, experiencing food insecurity, and had an overdue need for medical, dental and mental health services.

AFHC's care team diagnosed Donald with multiple chronic health problems. He was internally referred to AFHC's behavioral health departments. There, he was diagnosed with PTSD along with several psychosocial stressors, which disproportionately affect citizens returning to the community.

Donald was introduced to Care Coordinator, Jeremy Karns, LPN, CHW. Care Coordination services include the organization of patients' care across multiple health care providers, supporting effective communication amongst care team members and the patient. The Care Coordinator serves an important role, helping educate patients to understand and follow their care plan.



Flash forward 11 months, Donald has much to celebrate! He has received insurance and prescription coverage. He receives Meals on Wheels and became a recipient of AFHC's StarkFresh Food Voucher Program. Donald has lost 50 pounds. He works hard to control his health problems striving for long-term wellness. After years of poor dental health, Donald was

referred to a dentist and is improving his oral health. Working closely with Jeremy and the care team, Donald was finally able to be approved for Disability and has started to receive a small monthly income. Jeremy was able to provide resources, and Donald is now in a transportation program which supports him attending his ongoing medical visits. Donald is now giving back to the community, speaking at local churches about choosing the right path and seeking art as therapy. Donald's outlook on life has improved greatly over the past 11 months. He says, "Jeremy is like a brother. AFHC is like a family. Everyone is so nice and kind. Everyone has a smile... If it wasn't for them, I don't know where I would be."

Keep up the great work, Donald!

*Story, name, and image shared with the patient's written permission.

QUALITY

Every health care office believes they provide quality care. As an FQHC-LAL, AFHC must prove it! Annually, AFHC reports on 18 metrics covering a wide range of health care indicators to Health Resources and Service Administration (HRSA). AFHC uses that information to target areas needing specialized focus or improvement.

For example, AFHC realized the percentage of adult patients screened for HIV fell short of Ohio's Healthy People 2020 goals. AFHC implemented a targeted education program, for patients and staff to destigmatize conversations regarding HIV and guidelines for testing. AFHC also added rapid HIV testing in the office. Did you know the CDC recommends everyone aged 13 - 65 be screened for HIV once in their lifetime (and annually if they are high risk)? AFHC patients do, and they know there is no judgement regarding HIV testing. The results of our HIV education are obvious! This is just one example of how AFHC uses data to improve and maintain the quality of patient care.

This year Alliance Family Health Center's hard work really paid off!



AFHC became a certified Patient Centered Medical Home (PCMH). That means AFHC actively coordinates care internally and externally, ensuring referrals are scheduled and that AFHC receives the results before the patient's follow-up visit.



AFHC earned a "Gold+" badge from the American Heart Association for 70% of our patients with controlled high blood pressure.

QUALITY

AFHC earned 5 Community Health Quality Recognition Badges from HRSA in 2024. What's more impressive about this is AFHC is one of only TWO FQHC-Look-Alikes in the NATION to have received 5 badges.



Access Enhancer – Earn a badge AND improve by at least 15% in more than one Clinical Quality Metric (CQM) in back-to-back years. AND increase by at least 5% the total patients and patients receiving enabling services.



Addressing Social Risk Factors to Health – for health centers who collect data on patient social risk factors and increase the percentage of patients who received enabling services between the last two UDS reporting years.



Advancing Health Information Technology – offer telehealth, have EMR, exchange clinical information online with other healthcare providers, engage patients through health IT, and collect data on patient social risk factors.

QUALITY



Health Center Quality Leader – Bronze: AFHC is in the top 21-30% of all health centers across the NATION!



Health Disparities Reducer: Health centers must qualify for the Access Enhancer Badge and improve by at least 10% in low birth weight, hypertension control, or uncontrolled diabetes CQMs for at least one racial or ethnic group. AFHC improved all in all three areas!

In Ohio there are approximately 60 health centers (only 7 are FQHC – LAL’s like AFHC), and out of the 60 total health centers, only four health centers (including AFHC) received 5 or more badges! What’s even more impressive, AFHC is the only LAL in Ohio to receive this number of badges!



Amanda Nelson, MPH, LPN, CHPI
Chief Operations & Compliance Officer



Tara Fernandez, CMA, CHPI
AFHC Quality/Risk Analyst



Sarah Gill,
Administrative Manager
Human Resources

AFHC’s Chief Operating and Compliance Officer (COCO) and our Quality/ Risk Analyst became Certified in Healthcare Performance Improvement (CHPI). AFHC’s Human Resources specialist became certified by the Society for Human Resource Management (SHRM-CP).

CONNECTED TO COMMUNITY

AFHC doesn't work in a silo. We don't have to "own" every service. Our organization proudly works with other service providers to lift each other and the community up!

AFHC has partnered with the Stark County Community Collaborative group, THRIVE, since our beginnings in 2016, to reduce the infant mortality crisis and race disparities that had Stark County in the national spotlight for all the wrong reasons. AFHC's women's health providers and staff focus on early entry to care and pay close attention to our moms-to-be throughout their pregnancy. As a result, our babies are more likely to arrive on time, at a healthy weight, and with the best chance to celebrate their first birthday. In fact, AFHC is so good at providing early and timely access to prenatal care that other FQHC's in Ohio come to us to ask how we do it. And we gladly share our successes!

The safe delivery of a healthy baby is just the start of a healthy life. AFHC hosts an annual baby shower for the community, gifting families with "Pack and Play" cribs and safe sleep education, diapers from the diaper bank, car seats (and car seat checks to make sure they are correctly installed!), information about our family medicine services, including vaccines and well child visits, and so much more. This summer AFHC had 28 different agencies joining us in celebrating these new lives. A brief hailstorm didn't stop the fun, even COVID couldn't do that! During COVID AFHC provided socially distanced drive through baby showers, because the need for supplies and celebrations didn't go away just because we couldn't gather.



CONNECTED TO COMMUNITY

Speaking of COVID, during lock down AFHC worked with shelters, residential centers, universities, health departments, juvenile justice detention centers, and the public from Massillon to Mahoning County, Canton to Carroll County, Alliance to Akron to provide over 3,000 COVID-19 tests and 2,500 COVID-19 vaccines.



AFHC’s work with the American Heart Association (AHA) began with participation in the “Check Change Control” program for seniors. AFHC nurses met regularly with seniors at the Senior Center to monitor blood pressure and educate about the importance of controlling high blood pressure. AFHC taught seniors to accurately monitor their blood pressure at home with cuffs provided by the AHA.

AFHC also let seniors know if they didn’t have a healthcare provider, we would be happy to see them for all their healthcare needs. The things we, and they, learned in those first years translated to better control for all our patients with high blood pressure AKA hypertension (HTN).

Currently, AFHC has an American Heart Corps student (part of AmeriCorps) doing a “deep dive” into our patients with HTN who are not well controlled. Once identified, they work closely with the patient and the AFHC team to find and overcome any barriers to control, and to offer extra support, education and encouragement. This is a pilot project that, if effective, AFHC could replicate with other diagnoses.

AFHC offers multiple training opportunities for students training to be advanced practice nurses, physicians and pharmacists. Our providers love teaching students, not only about their profession, but also about how personally rewarding working for an FQHC is.

CONNECTED TO COMMUNITY

AFHC is also part of a collaborative with multiple Universities across the state, including Northeast Ohio Medical University (NEOMED), The University of Akron, The Ohio State University (OSU),



and Ohio University (OU), to develop an “Age Friendly” training program for offices and students from across multiple health disciplines. The program will focus on advancing diagnosis, treatment, and evaluation of age-related dementia, including Alzheimer’s disease, and end of life care. The program’s training covers all aspects of a practice from administration through providers and front desk staff. Successful completion will result in an “Age Friendly” Designation for the practice. AFHC will complete the program by the end of 2024. This 5-year grant, funded by HRSA’s Geriatric Workforce Enhancement Program, requires a rural office participate. We are the only rural representative and are the year one pilot site for 8-week practicum program for medical, nursing, pharmacy, and psychology students. Being sought out for inclusion in this grant is quite a feather in AFHC’s cap and speaks to our reputation as a training site and for providing quality care.

Several years ago, during a brutal cold snap, AFHC’s staff noticed patients coming in without appropriate clothing. They sprang into action calling friends, family, AFHC’s own Board of Directors, and employee relations at the hospital asking people to bring extra hats, coats, gloves, and scarves. The next day the lobby had an overflowing rack of winter clothes available for anyone to take what they needed. COVID did manage to stop that, but only temporarily! Thanks to AFHC’s staff, friends, and family the rack will be helping folks stay warm again this winter too.



CONNECTED TO COMMUNITY

Quality foods are vital to staying healthy, but it is expensive, and access can be an issue. AFHC providers can write prescriptions for healthy food to be filled by Stark Fresh at “The Commons” through their work with The University of Mount Union and The Greater Alliance Foundation. AFHC staff and Board members also keep a “take what you need” pantry of shelf stable food and hygiene products stocked in the waiting room.



Screening is another part of staying healthy. Tiffany’s Breast Care Center’s mammogram van pulls into our parking lot quarterly to help support access to mammograms by provide low-cost screenings (\$75) and offering walk-in appointments, space permitting.



FUTURE

AFHC staff and Board of Directors were grinning ear to ear in September when the HRSA (Federal oversight body) review team told us how impressed they were with AFHC and that they couldn't believe how much we did out of one small location. We hope the evaluators for our application to become a full-fledged FQHC are as impressed. The application was submitted in late September. Fingers crossed, AFHC will receive good news in May of 2025; but either way we have big plans!

AFHC West will open in Hartville in 2025 offering a full scope of services to northern Stark and southern Summit County residents.

AFHC is expanding our Alliance provider pool. Although, the expansion won't be noticeable for a few months as we celebrate a staff baby boom and give our new families time to bond.

The Staff and Board continue to develop plans for new services and collaborations. If you want to know more or get involved, consider joining our Board of Directors. Contact Amelia Kocher, Executive Director (ameliak@alliancefamilyhealth.org) or Kellie Johnson, Board President (kelliejohnson.62@gmail.com) for more information.

If you want to be part of building healthier people and communities and providing more health care as it should be, please support AFHC financially. The most direct way to support AFHC is to send a check to the address below. Another option is to choose AFHC as a supported agency via United Way donations.



Contact Megan Pfaff for information!

meganp@alliancefamilyhealth.org
330-249-7011 ext. 7851

Alliance Family Health Center
Attention: Amelia Kocher
1401 South Arch Avenue, Alliance OH 44601

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Sarah Kager, LPN
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Jeremy Karns, LPN
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Ana Denas
**Heartcorp Service Member,
American Heart Association**



